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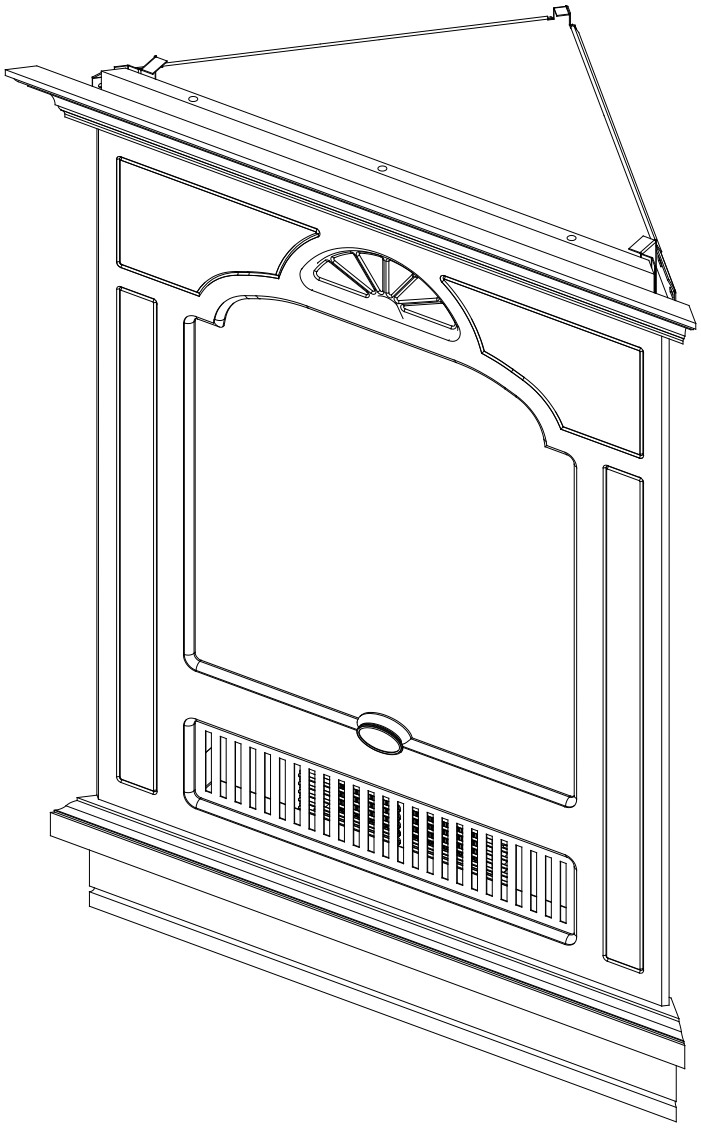
Better solutions through innovation



Service Manual

Model Number:
EWMC-CC-SS
EWMC-BLK-SS

UL Part Number
6901820100
6901820300

IMPORTANT SAFETY INFORMATION: Always read this manual first before attempting to service this fireplace. For your safety, always comply with all warnings and safety instructions contained in this manual to prevent personal injury or property damage.

Dimplex North America Limited
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1-888-346-7539 • www.dimplex.com

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In keeping with our policy of continuous product development, we reserve the right to make changes without notice.
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TABLE OF CONTENTS

OPERATION 3
MAINTENANCE 5
EXPLODED PARTS DIAGRAM 6
WIRING DIAGRAM 7
SWITCH REPLACEMENT - Heat, On/Off and 3-Position 8
THERMOSTAT CONTROL REPLACEMENT 8
FLICKER MOTOR / FLICKER ROD REPLACEMENT 8
HEATER ASSEMBLY REPLACEMENT 9
REMOTE CONTROL REPLACEMENT 9
POWER CORD REPLACEMENT 10
PARTIALLY REFLECTIVE GLASS REPLACEMENT 11
TROUBLESHOOTING GUIDE 12

Always use a qualified technician or service agency to repair this fireplace.

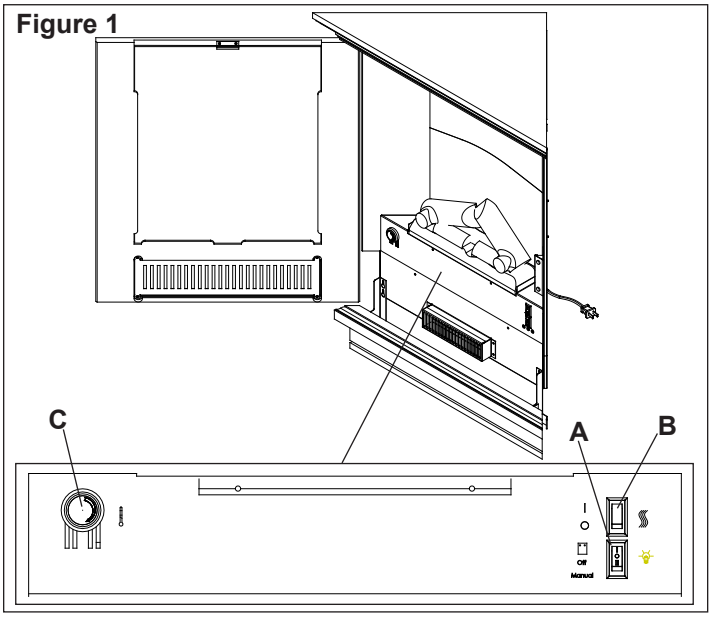
! **NOTE:** Procedures and techniques that are considered important enough to emphasize.

⚠ **CAUTION:** Procedures and techniques which, if not carefully followed, will result in damage to the equipment.

⚠ **WARNING:** Procedures and techniques which, if not carefully followed, will expose the user to the risk of fire, serious injury, or death.

OPERATION

Figure 1



There are two different control configurations depending on the age of your model. In both cases the controls are located inside the door panel on the lower portion of the corner wall mounted electric fireplace. (Figure 1 & 2)

Manual Controls on Front Face (Figure 1):

A. 3-Position Switch

The switch has two ON positions marked with and "Manual".

The "Manual" position is for manual operation. In this position the built-in remote control is by-passed.

The position is for operating the unit with the provided remote control.

When in the position the unit is operated with the ON and OFF buttons of the remote control.

When the switch is in the center position the unit is off.

B. Heater On/Off Switch

The Heater On/Off Switch supplies power to the heater assembly.

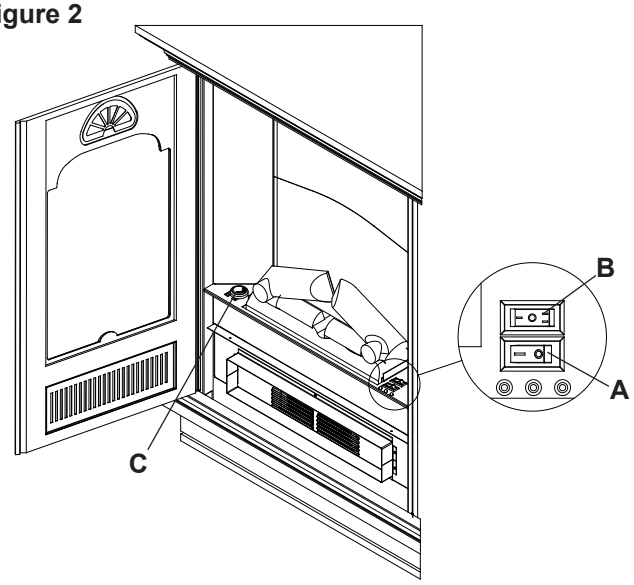
When the switch is in the On position the heater operates if the thermostat calls for heat.

C. Heater Thermostat Control

To adjust the temperature to your individual requirements, turn the thermostat control clockwise all the way to turn on the heater. When the room reaches the desired temperature, turn the thermostat knob counter clockwise until you hear a click. Leave in this position to maintain the room temperature at this setting. For additional heat, turn clockwise until you hear the click again and the heater will turn on.

! NOTE: The heater may emit a slight, harmless odor when first used. This odor is a normal condition caused by initial heating of internal heater parts and will not occur again.

Figure 2



Manual Controls beside Logs (Figure 2):

A. On/Off Switch

The On/Off switch supplies power to the remote control receiver.

When the On/Off switch is switched to the Off position the Level 1 indictor light will flash.

B. 3-Position Switch

Pressing the left side of the switch " — " activates the following functions:

1. Pressing once activates the Level 1 function.

   Level 1: The flame effect is turned on and the first red indicator light is activated.

2. Pressing twice activates the Level 2 function.

   Level 2: The flame effect remains on, the heater is activated to the low setting, and the first and second red indicator lights are activated.

3. Pressing three times activates the Level 3 function.

   Level 3: The flame effect remains on, the heater is set to the high heat setting, and all three red indicator lights are activated.

Pressing the right side of the switch " ═ " once will turn the unit OFF.

! NOTE: The blower speed does not change when switching from low heat to high heat.

C. HEATER THERMOSTAT CONTROL

To adjust the temperature to your individual requirements, turn the thermostat control clockwise all the way to turn on the heater. When the room reaches the desired temperature, turn the thermostat knob counter clockwise until you hear a click. Leave in this position to maintain the room temperature at this setting. For additional heat, turn clockwise until you hear the click again and the heater will turn on.

Resetting the Temperature Cutoff Switch

Should the heater overheat, an automatic cut out will turn

the fireplace off and it will not come back on without being reset. It can be reset by switching the On/Off Switch to Off and waiting five (5) minutes before switching the unit back on.

! **NOTE:** If operating the unit with a remote control, the remote may require re-initializing after turning the power off.

⚠ **CAUTION:** If you need to continuously reset the heater, disconnect power and call Dimplex customer service at 1-888-DIMPLEX (1-888-346-7539).

Remote Control

The fireplace is supplied with a radio frequency remote control. This remote control has a range of approximately 50 feet (15.25 m), it does not have to be pointed at the fireplace and can pass through most obstacles (including walls). It is supplied with one of hundreds of independent frequencies to prevent interference with other units.

! **NOTE:** Before attempting any operation with the remote, pull the plastic insulator strip out from between the remote casing and battery cover (Figure 2).

Remote Control Operation

The remote control operates the fireplace levels sequentially. The level is increased every time the ON button on the remote control is pressed. The fireplace can be turned off at any point by pressing the OFF button on the remote control.

Level 1: The flame effect is turned on and the first red indicator light is activated.

Level 2: The flame effect remains on, the heater is activated to the low heat setting, and the first and second red indicator lights are activated.

Level 3: The flame effect remains on, the heater is set to the high heat setting, and all three red indicator lights are activated.

! **NOTE:** The blower speed does not change when switching from low heat to high heat.

Figure 3

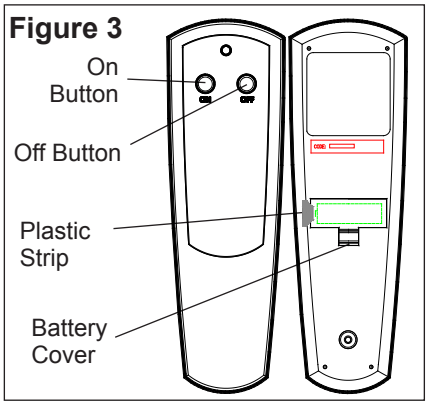
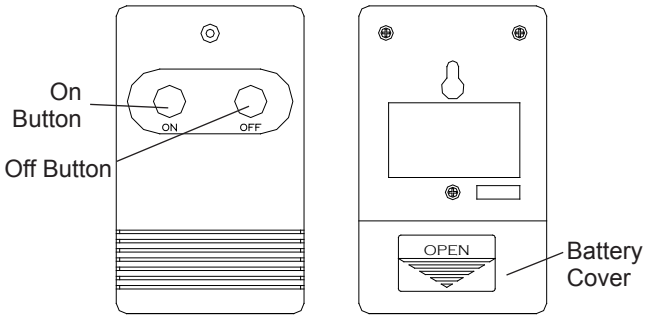


Figure 4



Remote Control Initialization/Reprogramming

There are two different remote controls depending on the age of your model. Follow these steps for remote control initialization and if required, re initialization:

Manual Controls on Front Face (Figure 1):

1. Disconnect power to fireplace.
2. Set the 3-Position Switch to the ▯ (Remote) position (Figure 1A).
3. Wait a minimum of five (5) seconds and then reacquire power to fireplace.
4. Within 10 seconds of reacquiring power, press the ON button located on the remote control. (Figure 3)

! **NOTE:** You will have only 10 seconds to perform this last step. Failure to do so will result in these steps needing to be followed again.

Manual Controls beside Logs (Figure 2):

1. Ensure that the unit is plugged in wall outlet and that power is supplied through the main service panel.
2. Locate manual controls. (Figure 2)
3. Turn the On/Off Switch to ON (Figure 2A),the red indicator light 1 will flash.
4. Press and hold the 3-Position Switch marked "--" for five seconds. The second red indicator light will flash.
5. Press the ON button located on the remote control (Figure 4).

This will synchronize the remote control and receiver.

Battery Replacement

To replace the battery:

1. Slide battery cover open on the remote control (Figure 3 or 4).
2. Install one (1) 12-Volt (A23) (Figure 3) or one (1) 9V (Figure 4) battery in the battery holder.
3. Close the battery cover

Battery must be recycled or disposed of properly. Check with your Local Authority or Retailer for recycling advice in your area.

MAINTENANCE

⚠ **WARNING:** If the fireplace was operating prior to servicing allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

⚠ **WARNING:** Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

Light Bulb Replacement

Light bulbs need to be replaced when you notice a dark section of the flame. There are two bulbs under the log set which generate the flames and embers. It is a good idea to replace all of the light bulbs at one time if they are close to the end of their rated life. Group replacement will reduce the number of times you need to open the unit to replace the light bulbs.

Light Bulb Requirements

Quantity of two (2) clear chandelier or candelabra bulbs with an E-12 (small) socket base, 60 Watt rating. Example: GE 60BC or Philips 60CTC.

CAUTION DO NOT EXCEED 60 WATTS PER BULB

Required tools: Phillips screw driver

To replace the light bulbs in unit with Front Face Controls:

1. Unplug the unit from the outlet.
2. Unsnap the front door from the unit.
3. Remove the lower moulding from the unit.
4. Lift up, and remove the unit from the wall. Set the unit down on it's right side.
5. Remove the rear door from the left side of the unit by unfastening the Phillips screw. Set the door and screw aside. (Figure 5)
6. Reach inside opening to remove the bulb(s). Remove the nearest bulb before attempting to remove the further bulb. Bulbs are unscrewed in counter-clockwise direction.
7. Insert new bulb(s).
8. Assemble in reverse order and re-hang on the wall.
9. Plug in the corner wall mounted electric fireplace.

To replace the light bulbs with controls beside log:

1. Unplug the unit from the outlet.
2. Open latched door.
3. Remove the three (3) mounting bracket screws and set aside mounting bracket. (Figure 6)
4. Remove the two (2) log set screws and remove the log set.

! **IMPORTANT:** Only handle the Log Set by the Ember Bed.

5. Unscrew the bulb(s) counter clockwise.
6. Insert new bulb(s) screwing clockwise.
7. Assemble in the reverse order as above.

! **NOTE:** When placing log set back into unit ensure the log set sits in between the 2 vertical mounting flanges.

GLASS CLEANING

The glass is cleaned in the factory during the assembly operation. During shipment, installation, handling, etc., the clear door may collect dust particles; these can be removed by dusting lightly with a clean dry cloth.

To remove fingerprints or other marks, the clear door can be cleaned with a damp cloth. The clear door should be completely dried with a lint free cloth to prevent water spots.

⚠ **CAUTION:** Do not use abrasive cleaners on glass surface or spray liquids directly onto any surface.

FIREPLACE SURFACE CLEANING

Use a cloth dampened with warm water only to clean painted surfaces of the electric fireplace. Do not use abrasive cleaners.

Figure 5

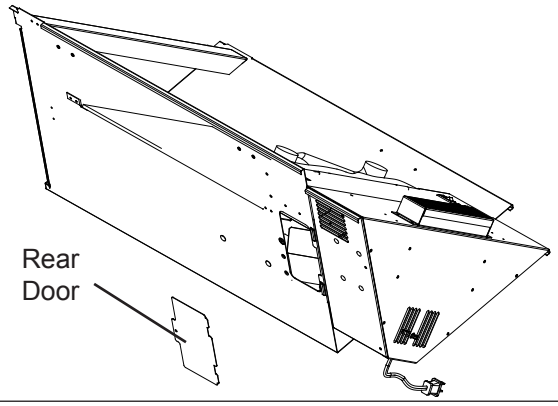
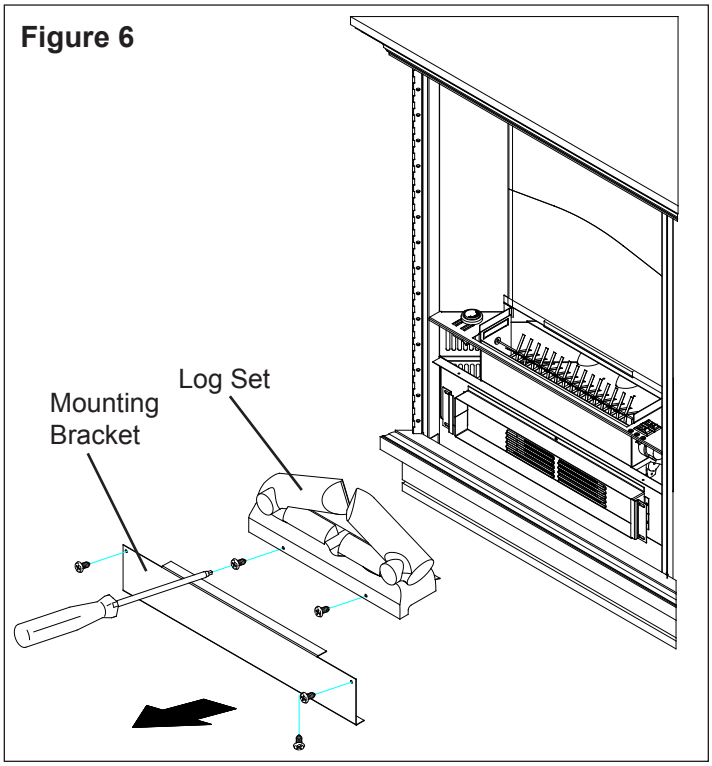
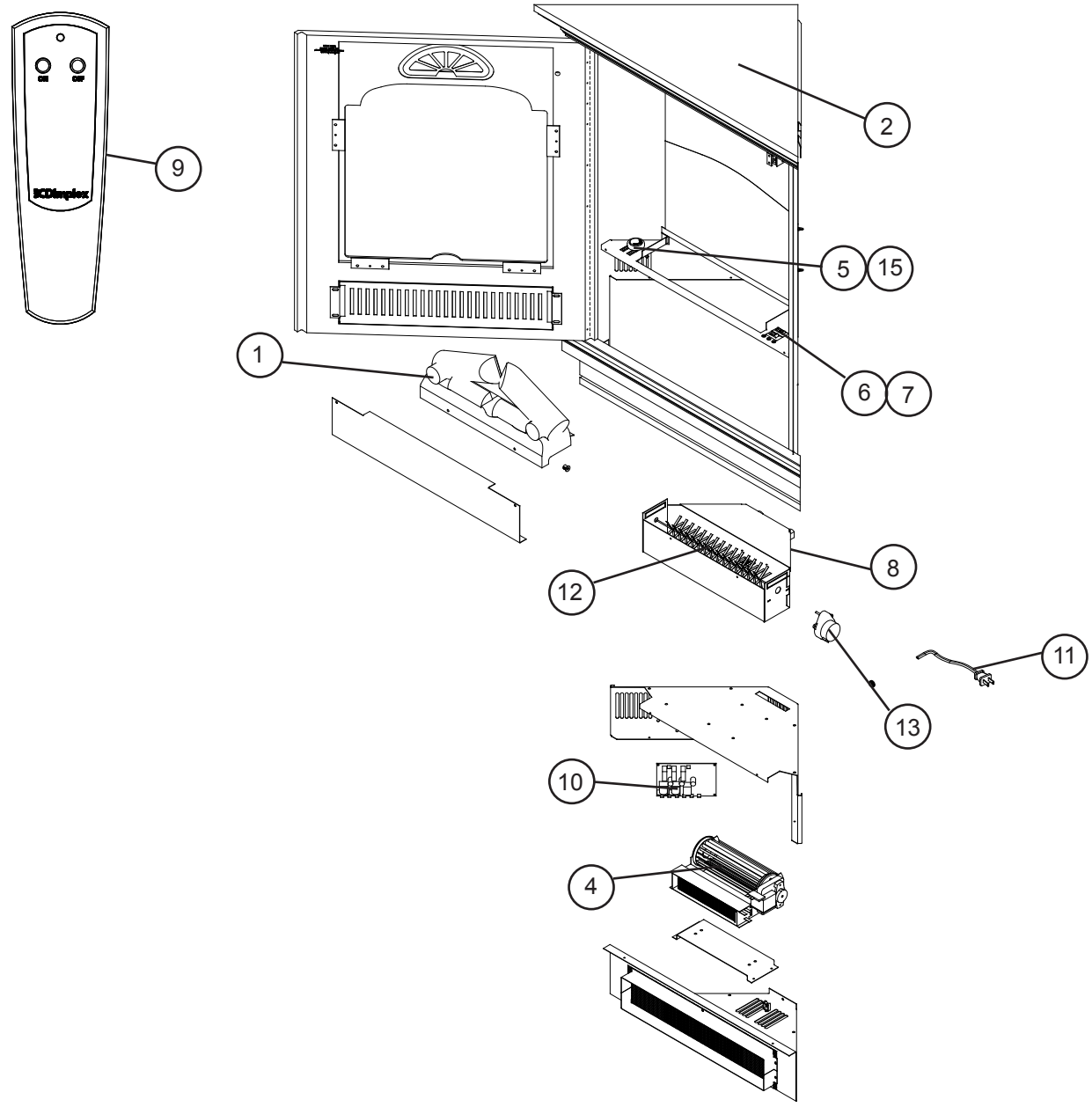


Figure 6



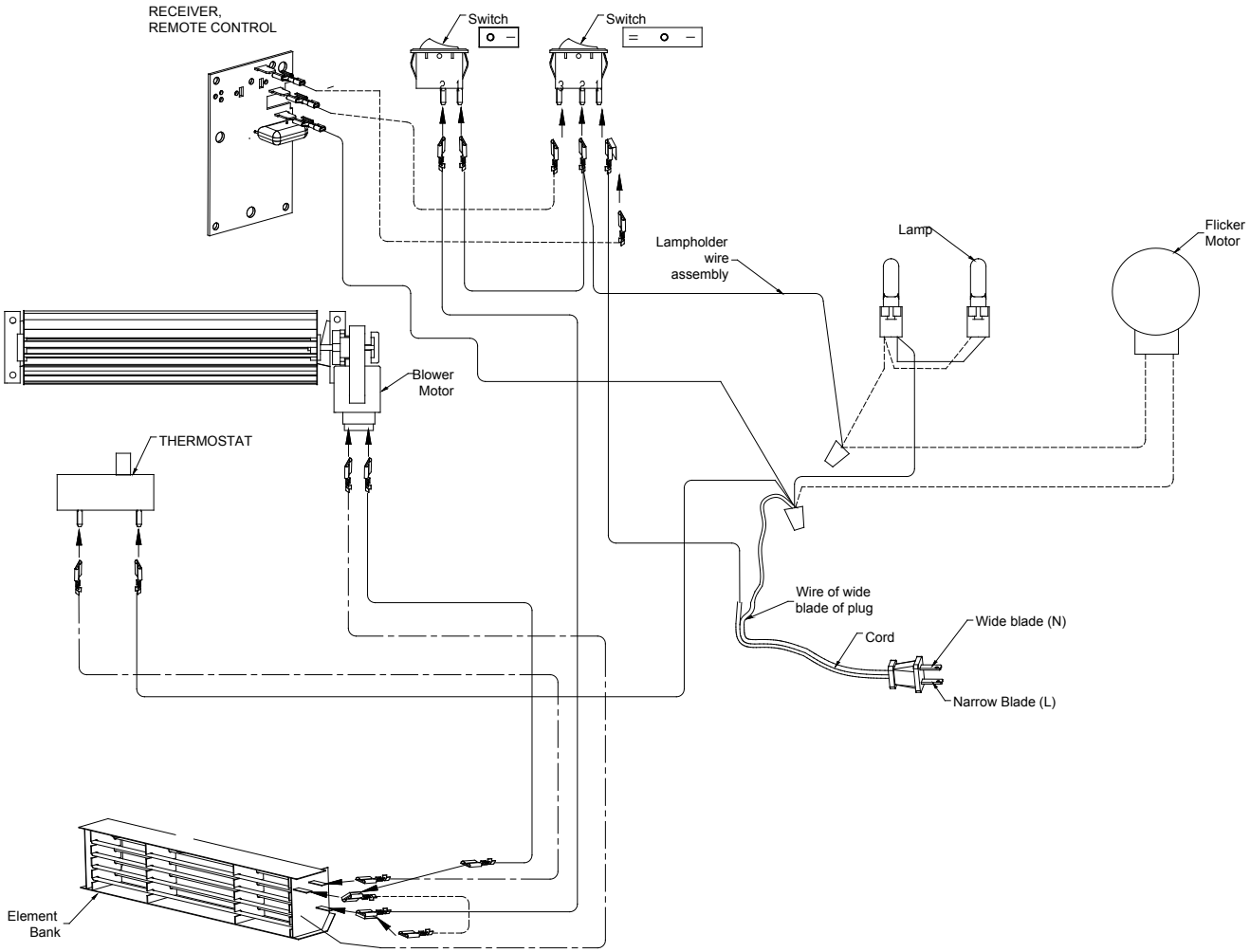
EXPLODED PARTS DIAGRAM



Replacement Parts List

1. LOGSET ASSEMBLY 0439040100RP
2. TOP ASSEMBLY - CREAM. 1106860183RP
3. BASE ASSEMBLY - CREAM 1106890183RP
4. HEATER ASSEMBLY 2000230100RP
5. THERMOSTAT 2300150100RP
6. 3-POSITION SWITCH 2800071100RP
7. ON/OFF SWITCH 2800070700RP
8. WIRE HARNESS 2500170100RP
9. REMOTE CONTROL 3000370600RP
10. REMOTE CONTROL RECEIVER . . .3000430800RP
11. POWER CORD 4100010300RP
12. REFLECTOR ASSEMBLY 5900080600RP
13. FLICKER MOTOR 2000140300RP
14. FRONT GLASS 5900460100RP
15. THERMOSTAT KNOB 8800000300RP
16. LATCH DOOR ASSEMBLY 8800520100RP
17. WALL BRACKET HARDWARE KIT . .1010950100RP

WIRING DIAGRAM



SWITCH REPLACEMENT - Heat, On/Off and 3-Position

WARNING: If the fireplace was operating prior to servicing allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

WARNING: Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

Tools Required: Phillips head Screwdriver

1. Open latched door.
2. Remove the three (3) mounting bracket screws and set aside mounting bracket. (Figure 7)
3. Remove the two (2) log set screws and remove the log set.

IMPORTANT: Only handle the Log Set by the Ember Bed.

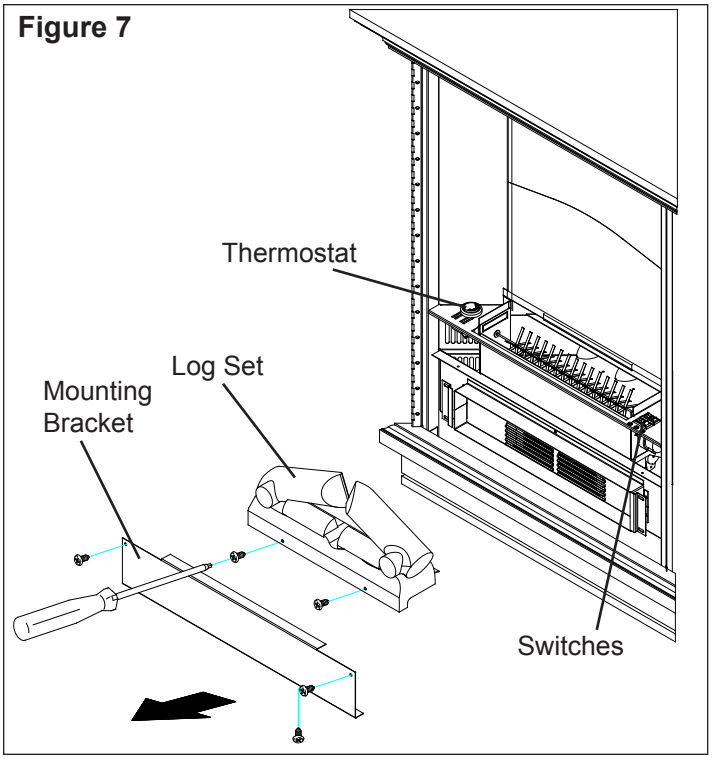
4. Locate the switch to be replaced, depress the retainer clips on the rear of the switch and push the switch out of the log support bracket.
5. Disconnect the wiring connections noting their original locations.

NOTE: Using a flat head screwdriver gently pry between the end of the connector and the switch to release the wires.

6. Properly orient the new switch and connect all of the wiring connections.
7. Reassemble in the reverse order as above.

NOTE: When placing log set back into unit ensure the log sits in between the 2 vertical mounting flanges.

Figure 7



THERMOSTAT CONTROL REPLACEMENT

WARNING: If the fireplace was operating prior to servicing allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

WARNING: Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

Tools Required: Phillips head Screwdriver

1. Remove unit from corner and lay unit on its side.
2. Open latched door.
3. Remove the three (3) mounting bracket screws and set aside mounting bracket. (Figure 7)
4. Remove the two (2) log set screws and remove the log set.

IMPORTANT: Only handle the Log Set by the Ember Bed.

5. Locate the thermostat control and pull off the thermostat control knob to expose the mounting screws.
6. Remove the mounting screws.
7. Disconnect the wiring connections noting their original locations and remove the thermostat control.

NOTE: Using a flat head screwdriver gently pry between the end of the connector and the thermostat to release the wires.

8. Properly orient the new thermostat control and connect all of the wiring connections.
9. Reassemble in the reverse order as above.

NOTE: When placing log set back into unit ensure the log sits in between the two (2) vertical mounting flanges.

FLICKER MOTOR / FLICKER ROD REPLACEMENT

WARNING: If the fireplace was operating prior to servicing allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

WARNING: Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

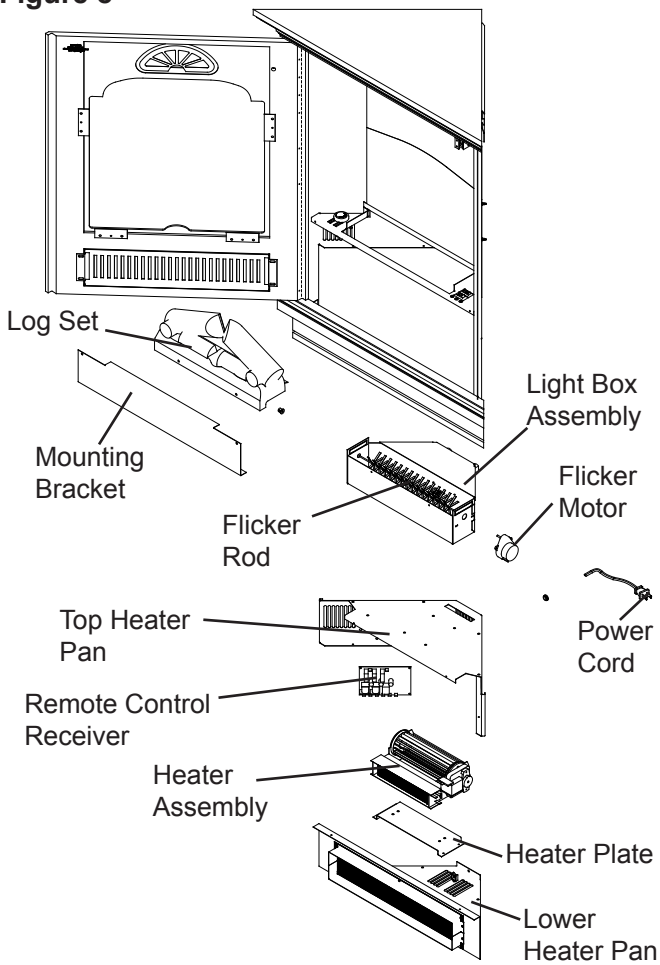
Tools Required: Phillips head Screwdriver
Needle nose Pliers

1. Open latched door.
2. Remove the three (3) mounting bracket screws and set aside mounting bracket. (Figure 8)
3. Remove the two (2) log set screws and remove the log set.

IMPORTANT: Only handle the Log Set by the Ember Bed.

4. Remove the wall mounted unit from corner and lay unit on its side.

Figure 8



5. Remove the four (4) screws from bottom heater pan and the two (2) screws from the front face of the heater pan.

! NOTE: Front face of bottom heater pan is located inside unit behind the latched door.

6. Disconnect the three (3) heater assembly wires going to the remote control receiver and the thermostat.
7. Set aside bottom heater pan assembly.
8. Remove the four (4) screws along the inner edge of the top heater pan and separate the top heater pan assembly from the light box assembly.

! NOTE: It may be necessary to remove the wires from the On/Off switch and the thermostat wire from the thermostat control in order to fully separate the heater pan top from the light box assembly.

9. Locate the flicker motor and flicker rod assembly and remove the wiring clips and connections noting their original locations.
10. Remove the two (2) mounting bracket screws on the flicker motor and pull the assembly partially out of the light box.

! NOTE: When removing the flicker motor some damage may occur to the flicker rod. If flicker rod is damaged replace to ensure proper operation.

11. To remove the flicker rod attach needle nose pliers to the spring on the motor shaft and pull while rotating in the opposite direction of the spring winding.
12. Properly orient the new flicker motor and connect all of the wiring clips and connections.

⚠ WARNING: Ensure wires do not come in contact with moving parts by securing wires in wiring tie wraps.

! NOTE: When securing the bottom heater pan assembly to the top heater pan ensure that the three (3) heater assembly wires are clear of the fan wheel on the heater assembly. Additional wiring tie wraps may be required.

13. Reassemble in the reverse order as above.

! NOTE: When placing log set back into unit ensure the log sits in between the two (2) vertical mounting flanges.

HEATER ASSEMBLY REPLACEMENT

⚠ WARNING: If the fireplace was operating prior to servicing allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

⚠ WARNING: Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

Tools Required: Phillips head Screwdriver

1. Remove the wall mounted unit from corner and lay unit on its side.
2. Open latched door.
3. Remove the three (3) mounting bracket screws and set aside mounting bracket. (Figure 8)
4. Remove the four (4) screws from bottom heater pan and the two (2) screws from the front face of the heater pan.

! NOTE: Front face of heater pan is located inside unit behind the latched door.

5. Disconnect the three (3) heater assembly wires going to the remote control receiver and the thermostat.
6. Remove the four (4) screws from bottom heater pan and remove heater assembly from bottom heater pan.
7. Remove the four (4) screws from heater plate.
8. Disconnect heater assembly wires noting their original locations.
9. Properly orient the new heater assembly and connect all of the wiring connections.

⚠ WARNING: Ensure wires do not come in contact with moving parts by securing wires in wiring tie wraps.

! NOTE: When securing the bottom heater pan assembly to the top heater pan ensure that the three (3) heater assembly wires are clear of the fan wheel on the heater assembly. Additional wiring tie wraps may be required.

10. Reassemble in the reverse order as above.

REMOTE CONTROL REPLACEMENT

Remote Control require no replacement procedure

however, a re initialization procedure may need to be followed. Refer to Page 4 for the Remote Control Initialization procedure.

WARNING: If the fireplace was operating prior to servicing allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

WARNING: Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

Tools Required: Phillips head Screwdriver
Needle nose Pliers

1. Remove wall mounted unit from corner and lay unit on its side.
2. Open latched door.
3. Remove the three (3) mounting bracket screws and set aside mounting bracket. (Figure 8)
4. Remove the four (4) screws from bottom heater pan and the two (2) screws from the front face of the heater pan.

NOTE: Front face of heater pan is located inside unit behind the latched door.

5. Disconnect the three (3) heater assembly wires going to the remote control receiver and the thermostat.

NOTE: Using a flat head screwdriver gently pry between the end of the connector and the receiver to release the wires.

6. Remove the red indicator lights out through the bottom of the log support bracket noting their original locations.

NOTE: Using a flat head screwdriver, gently push on the rear edge of the plastic bushing surrounding each LED and push each LED out from the front of the control panel.

7. Locate the manual switches and depress the retainer clips on the rear of the switch and push the switch out of the log support bracket.
8. Disconnect the wiring connections noting their original locations.
9. Locate the remote control receiver mounted to the back of the top heater pan and remove the wiring connections noting their original locations.
10. Depress the ends of the four plastic mounting posts with pliers.
11. Remove the remote control receiver from unit.
12. Properly orient the replacement receiver and connect all of the wiring connections.

WARNING: Ensure wires do not come in contact with moving parts by securing wires in wiring tie wraps.

NOTE: When securing the bottom heater pan assembly to the top heater pan ensure that the three (3) heater assembly wires are clear of the fan wheel on the heater assembly. Additional wiring tie wraps may be required.

13. Reassemble in the reverse order as above.

NOTE: When installing the replacement remote control receiver ensure the red heat indicator lights are installed into their original mounting locations.

POWER CORD REPLACEMENT

WARNING: If the fireplace was operating prior to servicing allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

WARNING: Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

Tools Required: Phillips head Screwdriver

1. Remove wall mounted unit from corner and lay unit on its side.
2. Open latched door.
3. Remove the three (3) mounting bracket screws and set aside mounting bracket. (Figure 8)
4. Remove four (4) screws from bottom heater pan and remove the two (2) screws from the front face of the heater pan.

NOTE: Front face of heater pan is located inside unit behind the latched door.

5. Disconnect the three (3) heater assembly wires going to the remote control receiver and the thermostat.

NOTE: Using a flat head screwdriver gently pry between the end of the connector and the receiver to release the wires.

6. Locate and disconnect the power cord wiring connections noting their original locations.
7. With needle nose pliers grasp the power cord strain relief grommet from inside the rear of the heater pan top and push while twisting to remove.
8. Pull the power cord out through the hole in the rear of the top heater pan.
9. Install the new power cord through the hole in the rear of the top heater pan and connect all of the wiring connections in their original locations.
10. Install the power cord strain relief grommet on the replacement power cord and insert into the mounting hole in the rear of the top heater pan.

WARNING: Ensure wires do not come in contact with moving parts by securing wires in wiring tie wraps.

NOTE: When securing the bottom heater pan assembly to the top heater pan ensure that the three (3) heater assembly wires are clear of the fan wheel on the heater assembly. Additional wiring tie wraps may be required.

11. Reassemble in the reverse order as above.

PARTIALLY REFLECTIVE GLASS REPLACEMENT

WARNING: If the fireplace was operating prior to servicing allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

WARNING: Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

Tools Required: Phillips head Screwdriver

1. Remove wall mounted unit from corner and lay unit on its side.
2. Open latched door.
3. Remove door chain bolt and nut from back panel assembly.
4. Remove top partially reflective glass bracket from back panel and set aside.
5. Remove partially reflective glass from unit and remove black rubber channels from partially reflective glass.
6. Install black rubber channels to replacement partially reflective glass.
7. Reassemble in the reverse order as above.

TROUBLESHOOTING GUIDE

PROBLEM	CAUSE	SOLUTION
General		
Circuit breaker trips or fuse blows when unit is turned on	Short in unit wiring.	Trace wiring in unit.
	Improper circuit current rating	Additional appliances may exceed the current rating of the circuit breaker or fuse. Plug unit into another outlet or install unit on a dedicated 15 amp circuit.
Unit turns on or off by itself	Remote control has a similar frequency to other remotes in the area.	Replace Remote Control
	Radio frequency disturbance from outside sources.	Replace remote control and receiver where necessary.
	Defective remote control receiver	Replace remote control receiver and initialize to remote control.
Lights dim in room while the unit is on	Unit is drawing close to circuit current rating	Move the unit to another outlet or install unit on a dedicated 15 amp circuit
Power cord gets warm	Normal Operation	The power cord may get slightly warm to the touch when the heater is on
	Defective power cord	Replace power cord if cord gets hot to the touch.
Appearance		
Fireplace does not turn on Manually	Improper operation	Refer to Operation Section
	No incoming power from the electrical wall socket	Check Fuse/Breaker Panel
	Defective 3-Position or On/Off Switch	Replace 3-Position or On/Off Switch
	Defective remote control receiver	Replace remote control receiver and initialize to remote control.
	Loose wiring	Check wiring connections
Fireplace does not turn on using the Remote Control	Improper operation	Refer to Operation Section
	Remote control not initialized to fireplace	Initialize the remote control
	Defective remote control	Install new battery into the remote control. Initialize remote where necessary
		Replace remote control receiver, initialize with remote control.
Flame Frozen	Defective flicker motor	Replace flicker motor
	Loose wiring	Check wiring connections
Flame not bright or flame not visible	Burnt out light bulbs	Replace light bulbs
	Loose wiring	Check wiring connections
	Defective light harness	Replace light harness
Log set dim, not glowing	Burnt out light bulbs	Replace light bulbs
Flame Shudder	Defective flicker motor	Replace flicker motor
Light leaking around the log set	Log set not positioned properly	Check log set for proper fit

PROBLEM	CAUSE	SOLUTION
Heater		
Heater is not turning off	Improper operation	Refer to Operation Section
	Defective heater On/Off switch, if applicable	Replace heater On/Off switch
	Defective thermostat, if applicable	Replace thermostat
	Defective remote control receiver	Replace remote control receiver, initialize to remote control
Heater is not turning on	Improper operation	Refer to Operation Section
	Defective heater on/off switch, if applicable	Replace heater on/off switch
	Defective Thermostat, if applicable	Replace Thermostat
	Defective heater assembly	Replace heater assembly
Heater is turning off after a couple of minutes of operation	Build up of dirt/dust in heater assembly	Ensure that exterior intake louvers and firebox cavity are free of dirt/dust.
	Defective Heater Assembly	Replace Heater Assembly
Heater emits an odor	Normal Operation	Normal operation is when the heater emits an odor for a brief period after the heater is initially turned on. The heater is burning off any dust accumulated during manufacturing or operation.
	Defective heater assembly	Replace heater assembly
Heater fan turns on but heater lacks heat	Improper operation	Refer to Operation Section
	Loose wiring	Trace wiring in unit
	Defective thermostat, if applicable	Replace thermostat
	Defective heater assembly	Replace heater assembly
Heating element is glowing red	Normal Operation	Small glowing sections of the element are considered normal.
	Defective heater assembly	If larger glowing sections are causing the heater to trip the thermal cutout, unplug unit, discontinue use and replace heater assembly.
Noise		
Excessive noise with the heater on	Dirty heater assembly	Ensure that exterior intake louvers and firebox cavity are free of dirt/dust.
	Defective heater assembly	Replace heater assembly
Grinding or excessive noise with the heater off	Flicker rod hitting or rubbing against internal components	Ensure rod is straight and mounted properly in the bracket, spinning freely away from other components. Replace if necessary.
	Defective flicker motor	Replace flicker motor